

Attachment H – Quality and Timeliness Standards

Specific Task	Performance Indicator(s)	Performance Standard(s)	Frequency of Review	Method of Review	Acceptable Quality Level
1. Records Management (CLIN 1)	a) All personnel folders, files and records are maintained in proper/accurate order and filed/scanned in a timely manner in the Electronic Personnel Official Folder (eOPF) and hard copy OPF.	1) Documents are scanned/filed within three work days. 2) Documents are scanned and filed in proper order/sequence.	Bi-weekly	Random Sampling of Records and Customer Surveys ¹	96%
	b) Inactive eOPF and hardcopy personnel folders are purged and forwarded to the appropriate Federal agency in an accurate and timely manner.	1) Appropriate obsolete and/or temporary documents are removed in accordance with latest OPM guidance. 2) All eOPF folders in the database are printed, filed and forwarded to the appropriate organization within 48 hours of the request.	Bi-weekly	Random Sampling and Customer Surveys	96%
	c) Two eOPFs are audited.	1) Obsolete and temporary documents are removed and discarded in accordance with latest OPM guidance. 2) Reviewed documents in eOPF to ensure they are legible, properly indexed, and corrected in accordance with the latest OPM guidance.	Monthly	Daily Observation and Customer Surveys	96%
	d) Print SF-50s from HR Systems	1) Personnel actions are printed within 3 work days after pay run.	Bi-weekly	Random Sampling and Customer Surveys	96%
	e) Distribute SF-50s from HR Systems	1) Personnel actions distributed within three work days.	Bi-weekly	Random Sampling and Customer Surveys	96%
	f) Assist OPM and FBI investigators conducting background investigations.	1) OPM and FBI investigators are acknowledged (verify credentials) and scheduled immediately if they require OPF/eOPF access for background investigations.	On-going	Daily Observation and Customer Surveys	96%
	g) Reviews and resolves discrepancies from HR staff on eOPF/hardcopy data.	1) All discrepancies are reviewed and resolved within 2 workdays.	Bi-weekly	Daily Observation and Customer Surveys	96%

¹ Only pertains to customer input directly related to performance standards.

Data Entry CLIN 2	Input of personnel and payroll actions	1) Personnel and payroll actions submitted for a pay period prior to 12PM EST of the second Thursday of the pay period must be processed prior to 6PM EST of the second Thursday of the same pay period (Same Day).	Bi-weekly	Random Sampling of Records and Customer Surveys	96%
All Personnel Documents CLIN 1		Deliver/return to OHR staff within 3 workdays of receiving the Personnel Document (e.g., SF-52, logging into HR Trax)	Bi-weekly	Random Sampling of Records and Customer Surveys	96%
Customer Service CLIN 4	Support functions that Assist with OHR Administration	1) All calls answered within 3 rings. 2) All visitors greeted in a timely manner. 3) All documents filed within 24 hours. 4) Mail, including personnel transaction documents, must be delivered from the Customer Service Center to the appropriate area of OHR a minimum of twice daily; with one delivery in the morning, and one in the afternoon.	Bi-weekly	Daily Observation, Questionnaires and Customer Surveys	98%
Quality Review CLIN 5	Review for accuracy of the SF-52 vs. the SF-50	Time Standard of 3 business work days from receipt of the SF50/52	Bi-weekly	Random Sampling of Records and Customer Surveys	96%
Audit Review CLIN 5	Review for accuracy the SF-52 data and other personnel documentation	Time Standard of 15 business work days	Bi-weekly	Random Sampling of Records and Customer Surveys	96%
End of Year Performance Awards CLIN 3		1) Awards will be processed by the effective date of the action if they are received by OHR prior to the NFC cut-off date, otherwise, they will be processed effective the following pay period.	Bi-weekly	Random Sampling of Records and Customer Surveys	96%
End of Year Performance Appraisals CLIN 1		1) Appraisals are filed within 30 work days of receipt.	Bi-weekly	Random Sampling of Records and Customer Surveys	96%
All Other Awards CLIN 3		1) Awards are processed within the pay period of receipt if received prior to NFC cut-off, otherwise, process the next pay period.	Bi-weekly	Random Sampling of Records and Customer Surveys	96%
All Other Award Document Files CLIN 3		1) Award documents are to be filed within 5 work days of receipt.	Bi-weekly	Random Sampling of Records and Customer Surveys	96%
Awards CLIN 3	Receive Awards in Customer Service Center – date and time stamp awards	Deliver to the OHR Awards Office within one workday of receiving Awards	Bi-weekly	Random Sampling of Records and Customer Surveys	98%